

# Individual Support Plan Family Guide



JULY 2014

**FACILITATING  
INDIVIDUALIZED SERVICES  
AND  
SUPPORTS**

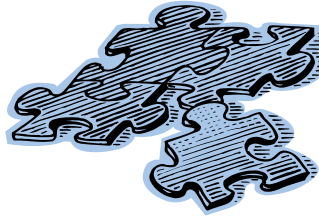


DEVELOPMENTAL  
DISABILITIES *Missouri Department of Mental Health*  
DIVISION OF DEVELOPMENTAL DISABILITIES

DATE: JULY 2014

## This Guide will help you:

- Identify family, friends and community supports that will help you when you need it.
- Decide what is needed from the people who provide the supports.
- Develop a plan that you and your Circle of Support can use to make decisions now, and in the future.



*As you go through this workbook, remember to ask your Circle of Support for advice. They can help you decide what you want and what you need. They can also help you decide what things in your life need to be added, changed, or left the same.*

*During this process, you and your Circle of Support can use this workbook as a tool to plan a future that is focused on you. No single person has all of the answers. Sharing your ideas and opinions and listening to theirs, will help you develop a plan.*





The purpose of this guide is to give you information about the Individual Support Plan (ISP) process, how and why a plan is developed.

## **PART I: OVERVIEW OF THE ISP PROCESS**

What is it?  
Why is it important?  
Who is involved?

*Each of us decides what makes us happy and what will make our lives full and satisfying. These things are different for each person because we all have unique likes, dislikes, opinions, hopes, fears, preferences and dreams for the future.*

*Think about your family member's life and all of the important information that would be vital in trying to determine what supports and services are needed in order for your family member to have the life they need and want.*

*Now, think about a written document that contains all of this information and it being easily accessible to you, your family member and others who may be providing supports. Also, think about this document utilized as a guide to communicate "what is most important to" (preferences, likes, dislikes, etc) and "what is important for" (this includes the health and safety needs) for your family member.*



## **WHAT IS AN ISP (Individual Support Plan) AND WHY IS IT IMPORTANT?**

The ISP is:

- A document - required by Missouri Division of Developmental Disabilities (DD) for anyone who is eligible for receiving services / supports through the division.
- A planning document - used as a tool to help assess what supports and services are needed now and in the future and what steps are needed to get there.
- A supporting document - used as a tool to document the details of what is important to you and what is important for your family member so that everyone has a clear understanding of what you need, what you want for your future.
- A working document - used as a tool to maintain information gathered for your life goals and supports. Your IPS must be updated and kept current as changes occur in your life.

## PERSON-CENTERED PLANNING PROCESS AND DEVELOPING THE ISP

The ISP utilizes a *person-centered planning process*. This means your family member is the focus of the planning process with emphasizes on his/her personal preferences, choices, hopes and dreams, needs and goals for the future.

The values of the Division of Developmental Disabilities are representative of Quality Outcomes that is the foundation of a Person Centered Planning Process. Quality Outcomes reflects a typical life in the community which is the benchmark of quality of life for all.



### This process reflects:



Individuals have authority and are provided meaningful options to express preferences, to make informed choices, to achieve hopes, goals and dreams.

The ISP process discovers what is important *to* the individual/family and what is important *for* the individual/family; and balances these viewpoints.

The ISP process begins with strengths, gifts, skills, interests and contributions of each individual/family.

The ISP process is used as a framework for providing supports that are designed to meet the unique needs of each individual/family, while honoring goals and dreams.

The ISP process enhances community connections and natural supports and encourages the involvement of the individual/family with the community.

### **This process reflects:**

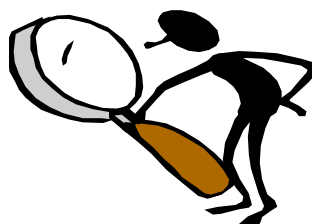
The ISP process recognizes that connections with other people who love and care for the individual/family is central to their well-being.

The ISP process recognizes that everyone can have relationships with people who are not paid to be there.

The ISP process supports mutually respectful partnerships between individuals/families and providers/professionals.

The ISP process respects culture, ethnicity, religion and gender.

The ISP process involves listening; action; being honest and realistic; and balances the needs and concerns for health and safety.



## Who do I want to help me develop my plan?

Identify those people who you believe are willing to listen to you and help you with planning your future. As you decide who to include in your planning team, think about:

- Who listens when you talk about what is important to you?
- Who do you trust?
- Who knows about health and safety needs?
- Who best understands your life?
- Who asks you questions about your future plans?
- Who is willing to help you achieve your dreams?

Remember, even just one other person helping you is better than trying to plan your future alone.



## GETTING STARTED

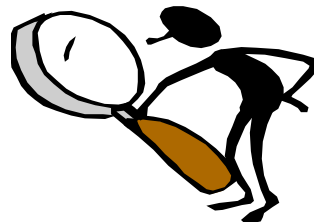
The individual support plan process involves a team approach, which means people important to you and your family member are included in this process to achieve the desired outcomes.



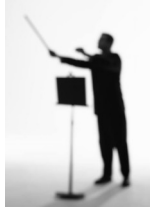
### Role of the Support Team:

Whenever possible, individuals should choose the members of their team which can include:

- Guardian / Family members
- Friends, peers, acquaintances, etc.
- Care givers / support professionals
- Other supporters / professionals (such as support coordinator, social worker, employer, job coach, etc.)



## WHO FACILITATES THE ISP PROCESS?



The meeting facilitator may be the individual (with support if desired), a family member, the support coordinator or professional affiliated with another agency / organization.

The facilitator either has a relationship with the individual / family, or establishes a relationship with the individual prior to the meeting. The facilitator's ability to ask the right questions and to communicate directly with the individual / family will enhance the plan and its process.

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## ROLE OF YOUR SUPPORT COORDINATOR

Listens to the needs of you and your family.

Advocates for the needs of the individual / family which includes seeking resources other than the service system.



## ROLE OF YOUR SUPPORT COORDINATOR



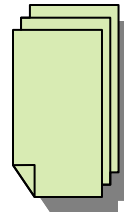
Makes sure the ISP Team gathers to discuss the development of the plan

Makes sure the ISP document is complete and that signed authorizations are obtained (which means the individual and guardian agrees to the information gathered).

NOTE: If you are the guardian - you are required to authorize the planning document (ISP) by providing your signature.

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## WHAT HAPPENS ONCE THE ISP IS DEVELOPED?



Your role, input and insight in this process is crucial.

The ISP should be a *living document* that should change as often as the person's life changes to reflect the on-going needs of the individual. The final ISP document should clearly communicate what was discussed in the ISP team meeting.

## PART II: DEVELOPING THE ISP

### WHO AND WHAT IS IMPORTANT?

#### Who is important to you?

Caring about other people and having others care about us is what makes our lives meaningful. It is important to know about the individual's *social support network* (who is all of the people in the individual's life that are most important to them).



#### What is important to you?

Includes a detailed description of what the individual and team members (circle of support) think is important to have a quality life. When reading the plan, it should be easy to distinguish what is important to the individual from what is important to others.

#### What is important for:

This information includes details about the specific health and safety needs which can be noted in the section below "what do others need to know or do to support the person."



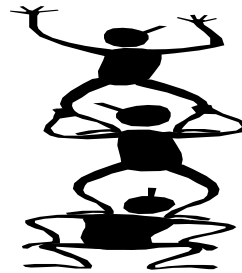
## **PART II: DEVELOPING THE ISP**

**What do we need to know or do to  
provide the best support for the  
individual?**

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The support section of the plan is a crucial component of the ISP process. It is an area that identifies "how" the supports need to be delivered day to day.

Support needs for specific health and safety - It is imperative that those who are responsible for supporting the individual are well informed of health and safety needs and that the plan describes the supporter's roles to maintain the health and / or safety needs.



## PART II: DEVELOPING THE ISP

What do we need to know or do to  
provide the best support for the  
individual?

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### Planning for risks:

Risks are actions that may impact an  
individual's wellbeing.



Risk is unique to each individual's  
circumstance and it is important to identify  
risks to ensure that supports are planned  
for, as needed, to decrease risk.

To understand the immediate support needs  
of an individual, the identified health /  
safety, behavioral risk /crisis must be  
included in the ISP.

## PART II: DEVELOPING THE ISP

### TRANSITION

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When unexpected things happen, people often feel "derailed" or "off balance."

To help the individual move forward during or after a change in life events, the planning team meets and continues to adjust and modify the plan to reflect the individual's immediate needs.



## PART II: DEVELOPING THE ISP

### EMPLOYMENT AND CAREER PLANNING

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Career planning helps individuals reach their employment goals.

The vision of Division of Developmental Disabilities states that *employment is a viable option* for individuals.

On-going career planning is expected to be addressed in the ISP for all individuals who are of working age so that career advancement opportunities are explored on a regular basis.



## PART II: DEVELOPING THE ISP

### SELF DIRECTED SUPPORTS (SDS)



**Self-Directed Supports (SDS)** is an option for service delivery for individuals with developmental disabilities who wish to exercise more choice, control and authority over their supports.

SDS is founded on the principles of Self-Determination.

Under this option, the individual or their designated representative has employment and budget authority. This authority allows individuals and families to hire, train and schedule their own employees, utilizing an individualized budget.

The individual support plan is used as the training document for employees. It must provide enough detail in order for everyone to understand the essential needs of the individual.

## PART II: DEVELOPING THE ISP

### RIGHTS



The Division has a process in place (Division Directive 4.200) to protect the human rights for all individuals and outlines a referral process for Human Rights Committees.

The purpose is to:

- \*Ensure individuals receiving services are assisted in exercising all rights under the Constitution of the United States and those stated in statute.
- \*Ensure individuals have information on the rights & responsibilities of citizenship.
- \*Ensure that individuals are & are assisted through external advocacy efforts.
- \*Ensure individuals are entitled to due process when limitations are imposed.
- \*Ensure Human Rights committees operate as an objective review in protecting the human civil rights for individuals with developmental disabilities.

## **PART II: DEVELOPING THE ISP**

### **LEGAL ISSUES**



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The ISP Includes information about legal status, restrictions placed by the court system and dated signatures by the individual / legal guardian (if appropriate) and support coordinator.

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### **REVIEW OF PREVIOUS YEAR PROGRESS**

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A review of assessments should be done prior to the planning meeting to facilitate discussion. Assessments may lead to valuable information about supports and development of outcomes.

A review of current supports and progress should be conducted prior to the planning meeting in order to identify ongoing support needs.

## PART II: DEVELOPING THE ISP

### NON-DIVISION SUPPORTS

The intent of Division services is to supplement and strengthen existing natural supports, such as those provided by family, friends, the community, etc.

Natural supports (and those relationships) are an integral part of everyone's lives and should be fostered and encouraged by all planning team members to assist with the development of a well-rounded circle of support for the individual.

This information assists to provide a global picture of all the supports available to the individual and to define the support needed to *wrap around* all other available supports.

**Supports *MUST* not be duplicative.**



## **PART II: DEVELOPING THE ISP**

### **REQUIREMENTS OF FAMILY OF MINOR CHILD OR GUARDIAN**



If the individual is a minor child information from the parent or guardian **MUST** be included in the plan.

If the individual is an adult with a guardian, information must be included if the guardian requests.

Steps should then describe how the guardian's concerns are being addressed.

There should always be a distinction between what is important to the guardian from what is important to the individual.

### **CONTRIBUTORS**



Includes those who contributed to the plan through interviews, reports, letters, questionnaires, etc., and those present at the plan meeting.

## **PART II: DEVELOPING THE ISP**

### **MANAGEMENT OF INDIVIDUAL FUNDS**



This part of the planning process outlines the ability of the individual to manage their individual funds or to what extent they require supports. While this may not apply to all individuals receiving supports, it is a mandatory component for individuals receiving residential supports.



### **BUDGET INFORMTATION**

The budget is part of the plan.

The support coordinator will assure that the individual's budget information outlines all services received & costs.

This information is vital for the individual, their family, and all service providers as it creates a picture of all paid supports.

## PART II: DEVELOPING THE ISP

### OUTCOMES AND ACTION PLANNING

The ISP process is outcome based.

Outcomes and action planning is a process used to ensure that all supporters are able to assist the individual to achieve their desired goals.



Some of us may have the same outcome, but may define it differently depending on our current situation, life experiences, future goals and specific steps to take to reach the same outcome.

Outcomes are an ISP requirement.





For more information  
visit [dmh.mo.gov](http://dmh.mo.gov)  
(573) 751-4054, toll free 800-207-9329  
or  
Contact your Support Coordinator



